

**AGING & DISABILITY RESOURCE CENTER OF THE NORTHWOODS –
BOARD OF DIRECTORS**

Thursday, December 19, 2013 – 1:00 P.M.

100 West Keenan Street, Rhineland, Wisconsin

Members Present: Bix, Cushing, Gresser, Hammer, Kortenhof, Krug, Millan, Platner, Price, Queen, Ritchie, Teichmiller

Members Absent: None

Call Meeting to Order: Chair Teichmiller called the meeting to order at 1:05 P.M. Also in attendance were Pam Parkkila, Regional Manager, Aging & Disability Resource Center of the Northwoods (ADRC-NW), and Mary Rideout, Oneida County Social Services Department Financial Services Manager.

Public Comment & Introductions: There were none.

Approval of the Agenda: Cushing moved to approve the agenda with fourteen items; Millan seconded. All Ayes. Motion Carried.

Approval of the Minutes of the November 21, 2013 Board of Directors

Meeting: Queen moved to approve the minutes of the November 21, 2013 Board of Directors meeting; Kortenhof seconded. All Ayes. Motion Carried.

Consent Agenda – October 2013 Financial Statements & October 2013 Time Reporting Percentage: Krug moved to approve the October 2013 Financial Statements and the October 2013 Time Reporting Percentage report. Cushing seconded. All Ayes. Motion Carried.

Line Item Transfers: There were none at this time.

Carryover Funding Requests: The ADRC-NW has not expended all the money it was allowed to carryover from 2012, and it will have additional unexpended funds from 2013. The Department of Health Services does not want the ADRC-NW to ask to carryover the funds from 2012 that were already carried over; the ADRC-NW should make a request to carryover funds from 2013 to 2014. Parkkila reported that carryover funding requests will be made for some additional furnishings in the Spruce room and moving the video conferencing equipment to that room, for marketing, and for some equipment and furnishings for the new receptionist in Forest County, the part-time Disability Benefit Specialist in

Medford, and the Lac du Flambeau office. Items must be received by the ADRC-NW before January 1, 2014 in order to be included in the 2013 budget.

Health Reimbursement Reconciliation & Payment: Rideout would like clarification regarding the Health Reimbursement Account payouts authorized by the ADRC-NW Board last month. If the payouts are classified as “payments in lieu of benefits” (for full funding of the HRAs), then no deposit would have to be made to the individual employee’s retirement account. The previous action by the Board of Directors authorized that a cash payment be made to the two employees to cover the amounts that should have been placed in their Health Reimbursement Accounts and that the cash payments include the amount of taxes due on these payments. The Executive/Personnel Committee and the Finance Committee previously recommended that the “payments in lieu of benefits” language be added to the earlier authorization. Hammer moved to add to the earlier authorization that the cash payments authorized are in lieu of the Health Reimbursement Account fringe benefits. Queen seconded. All Ayes. Motion Carried.

Wage Increase – Functional Screen Liaison: After discussion and review of the actions of the Executive/Personnel Committee and the Finance Committee, Millan moved that the wage for the Functional Screen Liaison be increased by 8% because of her functional screen duties and the fact that she is the designated Regional Supervisor in Forest County. This will increase her wage from \$45,085 to \$48,432. Hammer seconded. All Ayes. Motion Carried. It was noted that our ADRC has the best functional screen reporting group in the state and that Forest County is not giving raises for 2014.

ADRC-NW Customer Survey Results: Of the 909 surveys sent out, 290 responses were received. Of the customers responding, 91% rated the ADRC-NW’s ability to locate the services they requested as excellent or good; 92% said the information they received allowed them to make a decision regarding their situation; 98% reported being treated in a courteous and respectful manner, and 98% said they would recommend the ADRC-NW to someone else who needed assistance. Most people learned about the ADRC-NW through a friend or relative (35%) or a professional contact (28%). “Other” sources of information were the Website, the brochure, or the local newspaper.

Regional Manager Report: 1) The Annual Report to the Department of Health Services (DHS) was submitted on its due date. 2) On December 13, 2013 DHS submitted a long-term care report recommending Family Care. The report emphasized that Family Care is fiscally viable, and the report was clearly positive

on the impact of Family Care across the state. This indicates that the potential exists for Family Care to expand to the eastern Wisconsin group of counties. 3) Our marketing consultant, Kinziegreen, expects to have a draft marketing plan ready for Board review at the January Board meeting. 4) Parkkila will be on vacation the week of December 23; Janet Weber will be her replacement for that time with Sue Piazza as the backup to the backup. 5) The staff recently completed training on communicating with customers who have mental health issues. 6) The Memorandum of Understanding with the Lac du Flambeau Tribe has now been approved. 7) DHS is standardizing reporting criteria so that more comprehensive and accurate reports will be available. 8) The Employee Handbook should be ready for Board review at the January meeting. 9) The ADRC-NW has an excellent ad in the October Oneida County Department on Aging Newsletter. This ad will appear every month for the next year. 10) A revised copy of the Regional Manager Evaluation was handed out to every Board Member. They are expected to provide any feedback as soon as possible. Shortly after the first of the year, the revised form and an accompanying letter of instructions will be sent to all Board Members to complete and return by the middle of the second week of January. Responses will be tabulated and a report made to the Board at the January meeting. 11) The Dashboard report for November 2013 was distributed: Year-to-Date Totals are 10,596 Total Calls; 202 Functional Screens; 751 Follow up Contacts.

Future Agenda Items: Marketing Report, Employee Handbook, Regional Manager Evaluation

Confirm Next Meeting Date & Place: The Aging & Disability Resource Center of the Northwoods Executive/Personnel Committee will be at 11:00 A.M., the Finance Committee will meet at 12:00 Noon, and the Board of Directors will meet at 1:00 P.M. All meetings will be on Friday, January 24, 2014 in Rhinelander.

Adjournment: With no further business, Bix moved to adjourn; Hammer seconded. All Ayes. The meeting was adjourned at 2:06. Training on the Surface Tablets followed for some Board Members.

Handouts: October-November 2013 Credit Card Expense Report; October 2013 Revenue/Expense Report; October 2013 Transactions; 2012 ADRC Federal & State GPR Revenue with 2013 Comparisons; October 2013 Time Report; 2014 Oneida County Health Plan (HMO); ADRC of the Northwoods HRA Information; Regional Manager Evaluation (Revised); 2013 ADRC-NW Customer Survey; November 2013 ADRC-NW Dashboard.